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## Accessibility

**Last updated:** 26/4-2024

Print

Informationsverige.se is a website managed by Sweden's county administrative boards (Länsstyrelserna). We want as many people as possible to be able to use the Informationsverige.se. website. This page describes how the website fulfils the requirements of the Act on Accessibility to Digital Public Services (Lagen om tillgänglighet till digital offentlig service), as well as any known accessibility problems and how you can report errors or other shortcomings, so we can address them.

### How accessible is the website?

This website is partly compatible with the Act on the Accessibility of Digital Public Services.

### What are your options if you are unable to access parts of the website?

If you need information from informationsverige.se in some other format than those available on the website today, you can contact us and request release of the content in some other format. The response time is typically 2–3 working days.

[Email link: Request the release of content in some other format](#)

### Report problems with the website's accessibility

We are always working to improve the website's accessibility. If you discover problems that are not described on this page, or if you think we are not fulfilling the requirements of the above Act, you are welcome to report this to us so that we know the problem exists.

[Email link: Report accessibility problems](#)

You can also request the release of content or report problems here:

- Phone: 010-224 40 00 (specify that it is about informationsverige.se)

## Supervision

The Agency for Digital Government (Myndigheten för digital förvaltning, DIGG) is responsible for supervising compliance with the Act on Accessibility of Digital Public Services. If you are not satisfied with the way we deal with the views you express, you can contact DIGG and point this out to them.

[Contact the Agency for Digital Government \(DIGG\)](#)

### Technical information about the website's accessibility

This website is partially consistent with the Act on Accessibility to Digital Public Services.

## Content which is not accessible is listed here:

- The website's screen reader function does not include the Somali and Tigrinya languages.

**Estimated time of resolution:** The supplier of the screen reader service does not offer the Somali or Tigrinya languages.

- Since January of 2021 we are unable to guarantee full functionality of the website to visitors using the Internet Explorer browser. Internet Explorer is no longer being updated, and has been substituted by the Edge browser.

**Estimated time of resolution:** No resolution is planned.

## Unreasonably onerous adaptation

The County Administrative Board has invoked an exception due to unreasonably onerous adaptation, under Section 12 of the Act on Accessibility to Digital Public Services, regarding the content below.

- Insufficient accessibility in videos produced by external parties/suppliers.

The Informationsverige.se website includes a large number of videos that serve as a complement to the text and image content. These videos were produced by external parties, and in some cases do not live up to the website's accessibility standard. Adapting these videos is deemed unreasonably onerous.

- Insufficient accessibility in documents produced by external parties/suppliers.

There are a number of PDFs on the Informationsverige.se website that serve as a complement to the text and image content. These PDFs were produced by external parties, and in some cases do not live up to the website's accessibility standard. Adapting these PDFs is deemed unreasonably onerous.

## How we tested the website

Our web content editors continuously review and test the website as part of our accessibility policy.

The report was updated on 28 April 2024.

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Informationsverige.se is a website run by the County Administrative Boards that contains information about Sweden for asylum seekers and people who have recently been granted a residence permit.

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